

ASB

In respond to Mr. Wattles' memo of 6 December 1968, "A Look at Ourselves"; the staff of ASB met to discuss our positions, responsibilities, and changes we feel would be an assit to the Agency as well as to our own working conditions.

It was decided that we have previously eliminated duplication of work; and have destroyed all unnecessary record keeping. The following is a summary of suggestions and ideas.

Although we realize each office is designated an allotted amount of space to carry on normal work, it is obvious to all of us our working environment is crowded. If we did not have to be in telephone contact with applicants, perhaps this situation would not be critical. However, it is necessary for each of us to constantly be on the telepone, either with outside lines or with internal personnel representatives of our individual offices. At times, everyone talking over the telephones; typewriters being used, telegram machine in operation, and the constant flow of people in and out of our office makes it impossible to hear the applicant. A suggestion was made that dividers be used, similiary to those used to enclose placement officers' desks, This may rectify the situation. Also in connection with the space problem; there simply is not enough room to keep all the necessary papers and files we need for processing. Perhaps desks with more draw space would remedy the above.

ASB staff should be briefed on new procedures or changes in policies. We feel that after any type of decision is reached concerning

2/

or effecting our jobs we should be the first to be briefed. Thus assuring all units are functioning together and avoid misunderstandings and unnecessary work. In the past the divisions have known of changes in policy before we have, which is not only embarrassing, but causes confusion which could be avoided by unit meetings regularly. A few examples of this are: Fegli coverage, Recrutement Req. Numbers, and contract to staff conversion actions. We suggest regularly scheduled staff meetings.

Personnel Division Officers and their secretaries should be briefed with ASB personnel to assure us that they are aware of correct procedures and format of work.

It would be of great asset to all of us if at all times one ASB and one EAB officer be in the office to handle a situation that could arise which we are not in a position to answer or to justify.

Discrepancies in EAB procedures should be brought to the attention of our supervisors not processing assistants.

The procedures on EOD morning and the following day need, in our opinion, a change. Either give all responsibility to EAB or give back the responsibility to ASB. It is a waste of time, considering the long distance phone calls, to be away from our desks to pour coffee and assist new EOD's in filling out forms which could be done without supervision. We realize there are certain parts of the briefing which should and must be handled by EAB; but papers and instructions should again be our responsibility.

3/

After applicant file is given to Processing Assistant for processing it is our responsibility to see that this case is completed and all necessary action is taken to assure public relations with the applicant. Therefore, we request that we be recognized as individuals capable of doing this work assignment. Meaning, no one calls or corresponds with applicants without first coming through the processing assistant. The reason for this is - incorrect information given to applicants. The division representatives should be informed by our supervisors not to correspond with applicant on a personal basis. If the applicant were to be security disapproved, medical or panel disqualified, or any other type of rejection the task of telling him so is doubly difficult for us because of contact from divisions. Also the applicant sometimes becomes confused and does not know who to contact for action on his case. We send interim letters and follow up with regular calls; therefore, there is no need for anyone else to contact these applicants unless requested to do so by us.

In the past there has been confusion about the panel and its relation to processing. We request a briefing on the function of the panel and what the memo typed by panel means in detail after file has been returned to us. Perhaps a more informative form could be devised to instruct us in more detail on exactly what the next step in processing should be.

A&E test results should be sent automatically to Skills

4/

Bank, not requested on each individual. This would save phone calls and unnecessary waiting for results.

It has been the policy for OMS to request additional information on applicants when they feel the need. However, at times this system seems to be confusing to applicants. Many of them claim they have not been requested to forward information and others say they have never received correspondence. Therefore we feel that OMS should be requested to have a regular way of doing this and a periodic check on requests or give the responsibility of requesting additional OMS information to ASB and we will send letters and keep records. If Psychiatric Staff wishes to interview an individual, they should notify us before the applicant returns for a second trip to they should schedule subject when he is in the area.

Processing of all components should be done the same way; thus, each of us could work another's desk in case of absences. Also, procedures would be strengthened if all the officers were aware of the needs and requirements of processing at our level.

In summary, we feel that most of the problems of ASB and our function could be solved by a written file on exact procedures; of course allowing for changes and additions. This would be an excellent way to reduce confusion and questions.

All of us feel this meeting was helpful and look forward to having more of the same.